

POSITION DESCRIPTION (Please Read Instructions on the Back)

PD-03191

2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service		4. Employing Office Location		5. Duty Station		1. Agency Position No. VQ 16	
Explanation (Show any positions replaced) Standard Position Description		7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial Interests		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. DPM Certification No.	
10. Position Status <input type="checkbox"/> Competitively <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> BFS (Gen.) <input type="checkbox"/> SES (CRA)		11. Position Is <input type="checkbox"/> Supervisory <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical <input type="checkbox"/> Managerial <input type="checkbox"/> 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive <input checked="" type="checkbox"/> Neither		12. Sensitivity		13. Competitive Level Code		14. Agency Use	
15. Class/Fed/Graded by		Official Title of Position		Pay Plan		Occupational Code		Grade	
a. Office of Personnel Management									
b. Department, Agency or Establishment									
c. Second Level Review		HOUSING MANAGEMENT ASSISTANT (QA)		NF		1173		03	
d. First Level Review									
e. Recommended by Supervisor or Initiating Office									
16. Organizational Title of Position (if different from official title) QUALITY ASSURANCE MANAGER		17. Name of Employee (if vacant, specify)							
18. Department, Agency, or Establishment DEPARTMENT OF THE NAVY		c. Third Subdivision							
a. First Subdivision		d. Fourth Subdivision							
b. Second Subdivision		e. Fifth Subdivision							
19. Employee Review: This is an accurate description of the major duties and responsibilities of my position.		Signature of Employee (optional)							
20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.		a. Typed Name and Title of Immediate Supervisor		b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)					
Signature		Date		Mario Trevino VA Program Manager		Signature		Date	
21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.		Typed Name and Title of Official Taking Action		22. Position Classification Standards Used in Classifying/Grading Position					
E. LANIER-BALLENGER PRINCIPAL CLASSIFIER		Signature		Date					
Eucile Lanier Ballenger		12/2/03							
23. Position Review		Initials		Date		Initials		Date	
a. Employee (optional)									
b. Supervisor									
c. Classifier									
24. Remarks									

25. Description of Major Duties and Responsibilities (See Attached)

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Previous Edition Usable

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OPM (Rev. 1-85)
U.S. Office of Personnel Management
FPM Chapter 295

Quality Assurance Manager
NF-1173-03

INTRODUCTION

This position is located in the Division and Name of Region/
Base. The purpose of this position is to serve as Quality
Assurance (QA) Manager.

DUTIES AND RESPONSIBILITIES

Develop and implement QA policies and evaluate performance and
policy compliance.

Establish QA program, working with various VQ personnel, and
set timeline to meet Admiral Zumwalt Standards and Star
qualification, as applicable.

Conduct periodic QA inspections of buildings and rooms to
ensure acceptable levels of cleanliness and material
condition.

Monitor and evaluate effectiveness of QA program through
inspections, interviews with supervisors, managers, staff
members, guests, residents, and local detachments.

Conduct tests on new products for possible use in the VQ.
Evaluate product for quality, durability, ease of use and cost
effectiveness. Report findings to the Executive Housekeeper
and/or the VQ Manager.

Monitor applicable contacts to ensure compliance and
acceptable levels of performance. Work with the Executive
Housekeeper, VQ Manager and Contracting Officer to resolve
issues/complaints and provide input to new contracts, as
necessary.

Conduct inventories of supply and linen storerooms to ensure
sufficient quantities are maintained, appropriate products are
used and all items are within acceptable standards of quality
and quantity.

Coordinates with and receives guidance from supervisor
regarding high cost or controversial quality programs.

Other related duties as assigned.

FACTOR 1. KNOWLEDGE REQUIRED BY POSITION

A combination of experience and education is required. Completion of a formal course in hotel industry management or have two years experience in the same or closely related field. Must possess basic math and reading skills. Must be able to communicate clearly and effectively both verbally and in writing with management, staff and guests.

Must possess knowledge of Navy VQ policies and standards including safety, environmental and fire prevention regulations and practices.

Must understand the daily operation of a hotel and have a working knowledge of the property management system.

Must have the ability to work independently and work harmoniously with all levels of personnel inside and outside the Department of Defense.

Knowledge of quality assurance principles, practices, and procedures.

FACTOR 2. SUPERVISORY CONTROLS

The supervisor of this position is the Name of Position. The incumbent plans and carries out all of the successive operations to complete assignments without direct assistance from the supervisor. Supervisory review is accomplished through reports and discussions between the incumbent and the supervisor, covering actions taken or recommended and assignments completed. Completed assignments are generally evaluated for conformance to established policies and quality assurance program requirements, timeliness of activities, and results of annual inspections.

FACTOR 3. GUIDELINES

Work with a variety of DOD, DON, SECNAV, OPNAV, CNI, NAVCOMPT, BUPERS, and local policies, regulations, manuals, and guides related to VQ operations. Use judgment and initiative in the selection, interpretations and application of guides, making compromises and adaptations, when necessary, within the framework of established VQ objectives. These regulations are subject to change, thus the incumbent must keep up to date on these matters.

FACTOR 4. COMPLEXITY

The VQ operates seven days a week, twenty-four hours a day. Incumbent frequently works under pressure and undergoes frequent periods of intense workloads. The incumbent will determine improvements within its limits by formulating short and long-range quality assurance.

The work includes various duties involving different and unrelated quality assurance techniques and procedures or work directions pertinent to the planning and completion of assignments relative to a specific program.

FACTOR 5. SCOPE AND EFFECT

The purpose of the work is to provide quality assurance management and administration of VQ facilities and complexes. The work directly contributes to military members, retirees, family members and official travelers quality of life and contributes to job satisfaction and retention of valuable members.

FACTOR 6. PERSONAL CONTACTS

Personal contacts include all regional/installation staffs, tenant commands' executive officers/commanding officers, especially when those tenant commands personnel reside in the VQ, other members of the VQ staff, and supervisors of residents who are experiencing a difficulty that could not be resolved at a lower level. Also has potential for contact with contractors, vendors and representatives of private industry.

FACTOR 7. PURPOSE OF CONTACTS

Contact is for gaining acceptance of analysis and recommendations that may be controversial and which pertain to program executions, financial performance, and managerial effectiveness of operation. Additional contact is made to conduct research and/or to present briefing papers on various issues that impact VQ operations.

FACTOR 8. PHYSICAL DEMANDS

Work requires significant physical exertion when touring the various facilities and buildings. The purpose of daily visits

is to conduct inspections of housing facilities, buildings, and grounds. Work involves long periods of walking, standing, stair climbing, bending, reaching and similar activities.

FACTOR 9. WORK ENVIRONMENT

The work involves normal risks or discomforts associated with an office environment. Most preliminary administrative work is done on a computer, thereby exposing the incumbent to continued video display terminal output. The office work area is usually adequately lighted, heated and ventilated.

SPECIAL REQUIREMENTS

Must possess and maintain a current driver's license, as travel to other VQ facilities may be required within the normal scope of duties.

This position is subject to completion of a satisfactory background check and/or National Agency Check (NAC) in accordance with CNI policy.

Must actively participate in the Performance Plus Training Program or equivalent program. This includes successful completion of basic exams within the first 90 days of employment and certification within 1 year if eligibility requirements are met.